



IT Staffing Solutions Fit Strategic Consulting Firm Precisely

Thompson Helps Global Consulting Firm Meet Client Demands and Adapt to VMS

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– Resourcing Procurement Services Manager,
Global Consulting Company

The Client

A global management and technology consulting company that provides strategic consulting, applications services, technology solutions and managed services to government organizations, Global 2000 companies and medium-sized businesses around the world. Its mission is to create innovative and practical solutions that help its clients achieve sustainable results.

The Challenge

More than eight years ago, Thompson was selected as a primary vendor for the client on the strength of its technical recruiting process and consultant network. During the course of the relationship, Thompson has provided critical support to this client across a number of key projects and growth initiatives, including:

- On-demand IT recruiting to support end client engagements
- Pipeline creation for high-frequency skill sets
- Search assignments for hard-to-fill internal openings

Open positions have represented the full IT spectrum, from business analysis and hands-on development to full-scale project management. The strongest demand has come from within the ERP sector (PeopleSoft, Oracle, SAP, Siebel), but required skills have extended across all major web and application development platforms.

Because the client's reputation depends on the excellence of its consultants, a precision match is of the utmost importance. In many cases, the positions require advance technical skills, exceptional communication and business savvy. Finding the right fit takes skill and insight.

Additional challenges arose from the client's strategic decision to implement a Vendor Management System (VMS). Getting internal users and vendors up to speed on the new VMS was difficult, but it was critical. A key catalyst for change was an unmanageable number of staffing vendors—more than 2,000 across the enterprise! Other key goals motivated the implementation:

- Increasing visibility into recruiting activities and costs
- Evaluating core vendors on key performance indicators
- Reducing time-consuming manual processes and reporting
- Improving vendor payment cycles and relationships

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The Solution

To support the client's ongoing needs, Thompson has implemented a multi-tiered recruiting strategy that generates strong applicant flow, identifies qualified candidates and demonstrates strong results against key performance objectives.

"No matter what the opportunity is, Thompson will always do whatever it takes to get us the resource," according to the firm's manager of resourcing procurement services.

Thompson offers the client clear benefits through several differentiating factors:

IT Specialization:

Because its primary focus is on IT staffing, Thompson develops an in-depth understanding of the client environment. "They ask all the right questions; they want to make sure they have all the requirements for a position before they start submitting people," according to the former procurement manager.

Recruiting Methodology:

Thompson excels at uncovering talent with emerging or hard-to-find skill sets. Its reputation for integrity and precision matching starts with its comprehensive screening process.

Consultant Management:

Thompson stands behind its talent, and it takes care of its people. Consultant loyalty is strong, and assignments are professionally managed from start to finish. Quality checks and "scorecards" keep projects on track.

During the course of the VMS transition, Thompson played an active support role. As with any large-scale deployment, change management was a critical success factor. Not only did Thompson quickly internalize the new vendor requirements, they also served as an advocate throughout the client's organization. Team members made a point of connecting with hiring managers to explain the benefits of adopting the new system.

The Results

Of the client's 15 top-tier staffing vendors, Thompson consistently ranks in the top two across the enterprise, based on parameters including, quality of candidates, performance standards and adherence to vendor guidelines. The number of IT consultants on assignment averages from 20 to 30 at any given time, with more than 50 during peak periods.

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Over the course of the relationship, approximately 460 have been placed with this client.

Thompson also supports the client's direct hiring efforts, specializing in hard-to-fill positions. When contract hiring was curtailed at one juncture, Thompson streamlined contract-to-hire arrangements and initiated proactive direct hire recruitment.

During the VMS transition, Thompson received strong marks for compliance, coordination and communication. According to the procurement manager, "They went way beyond what I could have ever expected them to do as a vendor, actually educating the project managers they were working directly with."

By maintaining compliance with the VMS, Thompson has earned the respect of senior executives and the right to develop personal relationships with individual hiring managers. "Thompson is one of the most ethical companies that I have ever dealt with," said the manager. "I completely trust them."

Ultimately, Thompson's success at the client comes down to two key factors:

- 1) Production: responding quickly to hiring needs by placing high quality candidates at a competitive rate
- 2) Process: consistent screening and processes that support the client's corporate culture and mission

Thompson continues to expand its services within the client, providing senior level IT personnel to solve pressing challenges through advanced technology and consulting. The client says it best: "Thompson does whatever it takes to make us happy."